

General Purpose

Under direction, supervise collection of tolls at one or two assigned international bridges.

Typical Duties

Plan, organize, implement, direct and assess toll collection shift operations including contracted security, janitorial and armored car services. Involves: Review collection practices and assist with developing and introducing procedures. Establish daily work unit priorities, determine task sequences, timing and allocation, and monitor activities. Participate in review and evaluation of service delivery and control of cash handling methods and systems. Aid in integrating functions with those of other organizations in order to conform with administrative, accounting and audit requirements. Verify, assign and distribute starting cash drawer to toll collectors. Oversee posting of tolls collected, detect discrepancies, adjust or cancel incorrect transactions, reconcile daily receipt, shortages and overages, and compile and maintain related periodic financial records and reports. Collaborate with national, regional and local law enforcement agencies to ensure compliance with mandated security measures as directed. Comply with and enforce safety regulations including hazardous materials handling procedures. Troubleshoot and schedule maintenance and repair of toll booths, bridge approaches, lane marking, video security and lighting systems.

Investigate and resolve complaints from public officials, other departments or the public. Involves: Review incident reports, shift logs, videos and receipts. Research and provide accurate information and respond to customer complaints and inquiries on various issues either in person, by phone, or correspondence. Assist supervisors and employees in dealing with hostile or distraught persons.

Supervise assigned subordinate and contract staff. Involves: Schedule, assign, guide and check work. Appraise employee performance. Engage in or arrange for employee training and development. Enforce personnel rules and regulations, department policies, and work standards regarding attendance and conduct. Counsel, motivate and maintain harmony. Interview applicants. Recommend hiring, termination, transfers, discipline, merit pay or other employee status changes.

Perform related duties as required. Involves: Substitute, if assigned, for immediate supervisor, coworkers, or subordinates during temporary absences, as qualified, by performing specific duties and responsibilities essential to maintaining continuity of ordinary operations. Provide project support as assigned. Prepare payroll and purchase requisitions. Order supplies, materials and equipment.

Knowledge, Abilities and Skills

- Considerable knowledge of cash handling practices and procedures.
- Good knowledge of office procedures, Mexican currency and exchange rate, bank deposit preparation and reconciliation procedures.
- Good knowledge of customer relations and grievance or conflict resolution techniques.
- Good knowledge of bookkeeping, auditing and internal control procedures.
- Some knowledge of supervisory techniques.
- Ability to use automated accounting methods to comply with department and City policies and statutory requirements.
- Ability to accurately and quickly calculate figures and amounts such as proportions, percentages and currency exchange rates.
- Ability to read and comprehend general business and accounting literature and procedures.
- Ability to impartially and firmly exercise delegated supervisory authority and enforce personnel rules.
- Ability to establish and maintain effective working relationships with City employees, officials, contractors, and the public, including irate individuals.
- Ability to effectively communicate orally and in writing.
- Ability to research and prepare reports and maintain financial records.

- Skill in operation and care of computer terminal, personal computer, coin sorters and counters, and generic business productivity and specialized toll collection and accounting software.

Other Job Characteristics

- Occasional exposure to automotive exhaust fumes.
- Occasional exposure to adverse weather and environmental conditions.
- Occasional lifting and carrying of heavy weight objects (up to 75 pounds).

Minimum Qualifications

Education and Experience: Equivalent to a high school or General Education Development (GED), plus four (4) years of cash processing experience related to revenue collection, including two (2) years at the level of Senior Toll Collector or Cashier II.

Licenses and Certificates:

- Texas Class "C" Driver's License or equivalent from another state by time of appointment.

Special Requirements:

- Must be bondable.
- Subject to 24-hour call and mandatory recall during emergency operations.

Human Resources Director

Department Head